

POLICE COMMUNICATIONS SUPERVISOR

DISTINGUISHING FEATURES

The fundamental reason the Police Communications Supervisor position exists is to monitor, oversee, and assist with the daily operations of the Police Communications Division. Exercises direct supervision over several Communications Dispatchers on an assigned shift. Work is performed under general supervision from the Communications Manager.

ESSENTIAL FUNCTIONS:

Oversees and monitors dispatch operations. Observes, trains, monitors, reviews and corrects the work of Communications Dispatchers as needed to insure compliance with policies and procedures. Assigns work schedules, observes and supervises, ensures the appropriate compliment of personnel are scheduled to work each shift. Schedules vacation time, covers sick time, etc. Accesses the strengths and weaknesses of each member of the work unit; writes performance reviews; assists in recommendations on disciplinary actions.

Answers incoming lines from citizens on emergency 911, or administrative telephone lines, when calls are excessively high, or staff shortages. Dispatches available units to handle crimes or problems. Operates radio and computer aided dispatch terminals to interact with and direct operation of field personnel.

Researches, investigates, and follows up on citizen and interdepartmental complaints regarding dispatch operations. Investigation may include retaping call/radio traffic from master recorder, verbal interviews with concerned parties, transcribing taped transactions, etc. Collects and analyzes data of all events surrounding the incident/issue in order to create a written report.

Monitors and ensures that all equipment is functional; calls repair personnel as needed. Troubleshoots minor equipment problems. Keeps detailed equipment records. Reports all significant incidents and repairs to other division employees and management with a shared commitment for teamwork. Ensures that all computer aided dispatch terminals files are up to date and accessible. Rewrites and or suggests additions/deletions to department's policies and procedures and training manual with a commitment to quality.

Effectively deals and communicates orally with the public. Follows predetermined rules and procedures. Analyzes and acts promptly in emergency situations. Keeps accurate detailed documentation on computer files.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities:

Knowledge of:

Police Communication Systems.

Principles and practices of supervision and personnel administration.

Computer Operations (CAD, CAPRI, ACIC, NCIC), Teletype Operations, Telephone Operations (rotary) and ACD system.

Police objectives, policies and procedures, and Federal and State law enforcement agencies and their operations.

Ability to:

Must visually distinguish full range of color spectrum.
Communicate in the English language over the phone.
Work cooperatively with other City employees.
Handle stressful citizen complaints appropriately with proper written investigation of the complaints.
Produce written documents in English with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
Recognize and resolve employee work-stress situations.
Comprehend and make inferences from material written in the English language.
Observe or monitor people's behavior to determine compliance with prescribed operating or safety standards.
Enter data or information into a terminal, PC, or other keyboard device.
Work safely without presenting a direct threat to self or others.

Education & Experience

This position requires two years recent experience as a Communications Dispatcher. Must have experience with CAD systems, radio dispatch and communications including E-911 Emergency telephone procedures. Must type a minimum of 35 w.p.m. Must work a rotating shift. Ability to speak and understand Spanish is helpful. Supervisory experience is preferred.

FLSA Status: Non-Exempt

HR Ordinance Status: Classified